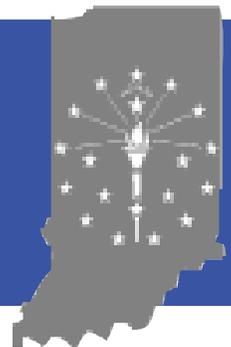


# The INTERCHANGE

The official newsletter for Indiana state employees



## E-mail is the communication tool of choice for employees

The bulk of state employees receive information about state government today by way of e-mail, and that's the way they want it. Respondents to the communication study conducted last fall by the State Personnel Department (SPD) chose e-mail as the favored method for communication.

It is also the number one method that information about state government is actually received by state employees. "I think e-mails are an effective and inexpensive method of delivering various types of communication," wrote one respondent.

Being notified by a supervisor and group meetings at specific work locations were the number two and three preferences for receiving information about the state.

Employees want to know about employee benefits more than any other type of information. According to the survey, 85 percent said benefits was their top choice. Second and third choices were employee compensation program and training and professional development.

More than two-thirds of those responding to the survey acknowledged they were satisfied with the way they received information from the state. There were 7,226 employees who responded to the survey.

The survey offered two open-ended questions: "What prevents you from

getting the information you need?" and "If you have other comments about best ways to communicate to state employees, please state them." As expected, the responses ran the gamut from praise to harsh criticism.

Even though two-thirds of the respondents said they were satisfied with communication efforts, the number one complaint was the lack of communication. Closely behind that complaint was the criticism that communication is often not timely.

Several respondents complained that their supervisors often are late at passing along information, sometimes because they are out of the office. Othertimes, "they just don't get around to it in a timely fashion for whatever reason," explained one employee.

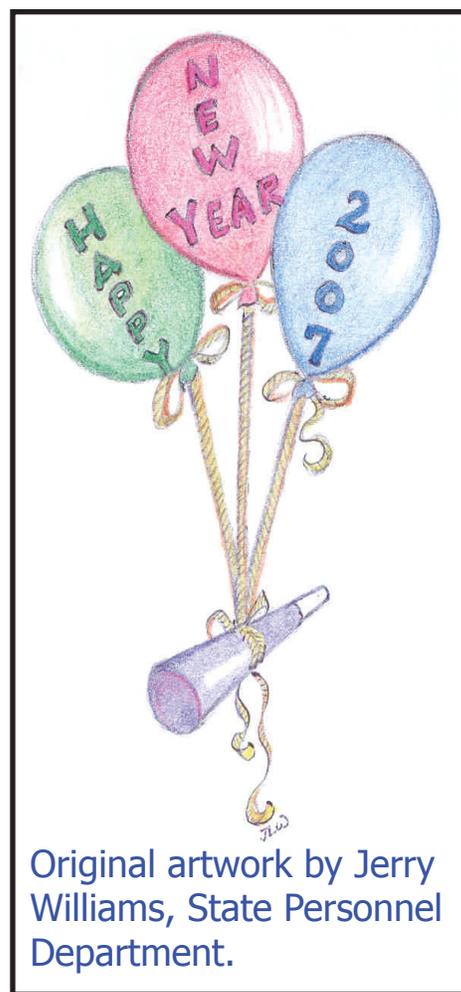
A contributing factor to not getting information is the lack of computer access. Several employees stated that they either did not have computer access or did not have a state e-mail account. Still others complained that their supervisors appear to release information on a need-to-know basis.

While lack of communication was the number one complaint, another big complaint was that there is too much information. "Finding the time to read all of the information and sort through the information I don't need," wrote one employee.

Complaints about employee discounts

were another hot topic. Many feel that employees located outside Indianapolis do not benefit from the discounts.

The final question on the survey asked employees to offer their comments on best ways to communicate to state employees. Responses were riddled with "be's": "Be direct...be honest with us...be more forthcoming with any information that can impact employee livelihoods...be more open...be on time with news..."



Original artwork by Jerry Williams, State Personnel Department.

# Communication survey results

How do you receive information about the state today? (Check all that apply)

Employee “grapevine” 62.4%

Bulletin board 11.6%

My supervisor 54.2%

Group meetings at my location 30.3%

The Interchange (employee newsletter) 43.2%

Access Indiana web page 24.3%

State, agency, department e-mail 77.9%

Voicemail announcements 3.3%

Fax machine 3.5%

Memorandums 27.2%

Bulk distribution to work site 12.0%

Local news (TV, radio, newspapers) 49.2%

**How do you prefer to receive information about the state?**  
(Check up to 3)

Employee “grapevine” 5.1%

Bulletin board 5.9%

My supervisor 46.3%

Group meetings at my location 32.8%

The Interchange (employee newsletter) 27.4%

Access Indiana web page 16.1%

State, agency, department e-mail 76.9%

Voicemail announcements 3.2%

Fax machine 2.1%

Memorandums 24.4%

Bulk distribution to work site 12.1%

Local news (TV, radio, newspapers) 8.8%

# Now what?

Now that we have the information, what will state government do with it? We have already started working on improving our communication outreach efforts.

One of the big challenges with communicating to state employees is that not everyone has access to e-mail or a computer at work. We will continue to attempt to reach all employees with the appropriate information, utilizing e-mails, supervisors, HR directors and the best means possible.

Critical to the success of this effort is that those with e-mail accounts make sure they keep their contact information current. In addition, it is important that those charged with distributing information to employees do so in a timely manner.

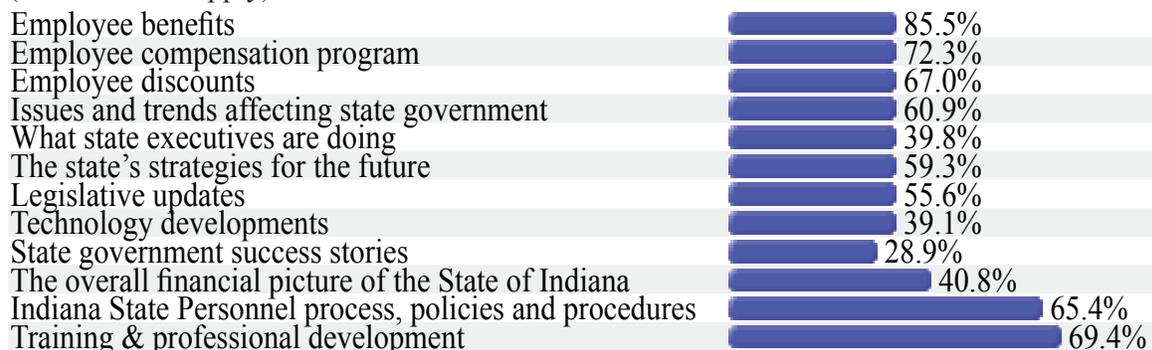
State Personnel is working to set up e-mail groups that target the appropriate employees. As we learned from the survey, some employees are inundated with information. We are working to make sure that the information is accurate and the most up-to-date available.

As for employee discounts, State Personnel has launched a request for regional coordinators to find those discounts for employees throughout the state. See the related article on page 4.

As we glean more information from the surveys, we will share that information and our plans for resolving issues and improving communication efforts with all state employees.

## 5. What kind of information do you want?

(Check all that apply)



## College students can get a taste of government employment

College students once again will have an opportunity to experience public service first hand, should they decide to intern with the State. The annual Governor's Public Service Summer Internship Program is now taking applications for the three-month program.

The program runs from May 14 to Sept. 14, 2007, but interns can select their start and end dates. Any relocation or housing expenses are the student's responsibility.

Internships are a win-win for both college students and state government. The college student gets a chance to learn about state government, or an agency in particular, and gets valuable work experience. And it presents a great opportunity to consider state employment upon graduation from college. State agencies benefit by having coverage during peak summer vacations.

The Governor's Public Service Summer Internship Program was created in 1989 to introduce bright and motivated college students to the operations and officials of state government. Interns are provided the opportunity to work with state agency officials as well as participate in a Speakers Series which features various elected officials, state agency directors and other government representatives. Previous speakers have included the governor, lieutenant governor, attorney general, superintendent of Public Instruction, chief justice of the Supreme Court, and a panel of young executives in state government.

In addition, students are encouraged to interact with one another regarding

## 2006 campaign draws to a close

As the year came to a close, so did the State Employee Community Campaign (SECC). While final figures are not yet in, state employees pledged a little over \$1.1 million to charities across the globe.

"It's rewarding to be a part of a group of employees who are so earnest in helping their neighbors, whether they are in Indiana, across the state, the country or the continents," said Lt. Gov. Becky Skillman, who served as campaign chair. "State employees have a reputation of stepping up and helping out, and this campaign certainly bears witness to that."

The campaign had several new elements to it this year. One of the major changes was the use of e-pledge, which provided state employees the opportunity to make their pledges online. Of course, those without computer access were able to complete paper pledges for the campaign.

their varying experiences and to attend any meetings and forums throughout their agency's complex that are open to the public and would enhance their summer experience.

Governor's summer interns provide a short-term professional/technical experience. Interns spend at least 50 percent of their time on a pre-determined project to enhance college-level skills and abilities. Applicants must have completed one year of college-level education in order to qualify for these positions. All Governor's summer interns are full-time, temporary positions, and will receive \$11.12 per hour.

To apply for an internship, log onto the State Personnel Department's employment web site. Students are



An emphasis on champion-level giving resulted in 1,052 state employees pledging to donate one half hour's pay per pay to their charity of choice. Champions contributed \$540,125 to the campaign. A second category of donors, the torchbearers, added another \$222,371 to the drive. There were 136 torchbearers.

One of the biggest attractions to participating in SECC is that an employee can designate their contribution to any 501(c) 3 organization. That money is then distributed to the designated agency, regardless of its location.

To date, 7,218 state employees participated in the 2006 SECC.

advised to check the job bank on a weekly basis in the event that more internship positions are added.

For more information on the internship program, log onto: [www.in.gov/jobs](http://www.in.gov/jobs).

*The Interchange* is published monthly by the State Personnel Department. It is printed as a courtesy of Central Printing, Dave Sandlin, Manager, and distributed as a courtesy of Central Mail, Helga Alexander, Mailroom Administrator.

*The Interchange* is available online at [www.in.gov/jobs/theinterchange](http://www.in.gov/jobs/theinterchange)



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**INDIANA**  
Driven by People

# That's classified information!

State employees submitting items for sale must agree to the following rules:

- Contact information must include either a phone number (home or cell, no state numbers) or a home e-mail address. Include your area code!
- Ads must be submitted via e-mail to [pwarnick@spd.in.gov](mailto:pwarnick@spd.in.gov), the items must be included in the body of the e-mail, no photos or attachments are allowed. No bold or italic type, no ALL CAPS.
- There is a limit of one ad per employee per issue. Each ad has a limit of three items.
- Deadline is the 10<sup>th</sup> of the month prior to the next issue.
- If garage sale, need to list times, date, street address and town.
- No real estate, for sale or rent.
- No Avon, Mary Kay, vitamins, etc.
- No businesses or professional services (i.e., tax preparation, car repair, animal breeding, etc.).
- State Personnel Department staff reserves the right to edit and/or refuse any ads.

Pool table, solid mahogany, leather pockets; balls & sticks included. \$1,000. Call 317.690.2829 or e-mail [brukes@comcast.net](mailto:brukes@comcast.net).

Cherry wood metal futon & mattress. \$99. Contact Rose at 317.271.8335 after 8 a.m. weekdays or weeknights.

1997 Coleman pop-up tent trailer; excellent condition; A/C, 3-way refrigerator, sleeps 7(king + 2 full size), sofa, table, gas stove indoor/outdoor, lots of storage, built in cooler. \$2,750 or OBO. Call Ron Fischer, 765.654.6070 or e-mail, [fischymail-ron@yahoo.com](mailto:fischymail-ron@yahoo.com).

Antique white oak Seller's kitchen cabinet; original w/ labels on back of cabinet; red trim w/ gray stenciling. \$900. Call 812.346.1540.

Singer sewing machine from 1970-80's; heavy metal casing with hard plastic cover; straight stitch & zigzag stitch; 5 attachments; instruction book. \$20. Leave message for Sandra

at 317.894.2991.

1993 green Subaru Impreza; runs; needs work; 147,000 miles. \$800 obo. Email [st-cecelia@hotmail.com](mailto:st-cecelia@hotmail.com) or phone 317.582.1222.

1994 purple Pontiac Sunbird convertible; runs good; 162,000 mi. \$750 obo. Phone 317.209.9896.

1988 Mastercraft, 17' Ragin Cajun bass boat with trailer; 150 HP Yamaha out-board motor; fish finder & trolling motor. \$4,000. Contact Jeff, 765.436.7417 after 6 pm or e-mail [october922@yahoo.com](mailto:october922@yahoo.com).

Collectible Christmas dishes, Noel pattern by China Pearl; service for 12 plus several serving pieces. \$250. Phone 260.373.2022 or e-mail [anson.shupe@verizon.net](mailto:anson.shupe@verizon.net).

Sailboard; good condition. \$325 obo. Call 317.402.1267.

Parts cars: 1987 Pontiac Fiero, dark red/ burgundy & 1991 Ford Mustang, black two-door convertible. Make an offer. Call 317.570.0378 or 317.294.4040.

## *Interested in helping find employee discounts?*

The State Personnel Department (SPD) is looking for state employees scattered throughout the state to help find discounts for state employees. Log onto the State Personnel Department's web site and you will find a page dedicated to employee discounts ([http://www.in.gov/jobs/special\\_projects/discount.html](http://www.in.gov/jobs/special_projects/discount.html)).

While discounts on that page are available to all state employees, most of them are found in Indianapolis. As an outcry from SPD's communications survey, which called for more employee discounts throughout the state, SPD is asking for volunteers to scout their areas for discounts.

SPD divided the state into 18 regions (listed below) and needs at least one person in each region to be responsible for forwarding the area's

discount information to SPD so that the information can be available to all state employees. If you are interested in taking on this new and exciting responsibility, please send an e-mail with your contact information to [SPDcommunications@spd.in.gov](mailto:SPDcommunications@spd.in.gov).

- Region 1: Lake County
- Region 2: Porter, LaPorte, Newton, Jasper, Starke and Pulaski counties
- Region 3: St. Joseph, Elkhart, Marshall and Kosciusko counties
- Region 4: LaGrange, Steuben, Noble, Dekalb, Whitley, Allen, Huntington, Wells and Adams counties
- Region 5: Benton, White, Carroll, Warren, Tippecanoe, Clinton and Fountain counties
- Region 6: Fulton, Miami, Wabash, Cass and Howard counties
- Region 7: Grant, Blackford, Jay, Delaware and Randolph counties
- Region 8: Vermillion, Parke, Vigo, Clay and Sullivan counties

- Region 9: Montgomery, Boone, Putnam, Hendricks and Morgan counties
- Region 10: Marion County
- Region 11: Tipton, Madison, Hamilton and Hancock counties
- Region 12: Henry, Wayne, Rush, Fayette, Union and Franklin counties
- Region 13: Owen, Greene, Monroe, Brown and Lawrence counties
- Region 14: Johnson, Shelby, Bartholomew, Jackson and Jennings counties
- Region 15: Decatur, Ripley, Dearborn, Ohio, Jefferson and Switzerland counties
- Region 16: Knox, Gibson, Pike, Posey, Vanderburgh and Warrick counties
- Region 17: Daviess, Martin, Orange, Dubois, Crawford, Perry and Spencer counties
- Region 18: Washington, Scott, Clark, Floyd and Harrison counties